

EMOTIONAL INTELLIGENCE

in

The Business Environment

SORS 2017

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AGENDA



- 1. Enterprise functions with actions in practice**
- 2. Leadership style in reality**
- 3. Team work in reinsurance with “7P” impact**
- 4. Strategy realisation on time / Macro and Micro aspect**
- 5. Emotional Intelligence, Trust, Dynamic, Team Spirit**

1. Enterprise functions with actions in practice



Management is ongoing journey with common understanding

Changes: World, Continents, Regions, Market, Environment, Demand & Supply

Complexity: Concentration, Conflict, Climate, Catastrophe, Crisis, Competition, Claim

Stakeholder Interests

People: Promise, Partnership, Perils, Planning, Product, Price, Performance, Profit

Commitments: Capital, Cash, Confidence, Conditions, Cover, Capacity, Control

Sensitivity: Support, Security, Stability, Supervision, Safety, Solvency, Standards

More and More Active People Engagement

Future perspective with present action: yesterday, today, tomorrow



2. Leadership style in reality



Leadership is a way of leaving: Vision, Mission, Values, Objectives, Strategy

Long term commitments: based on trust, partnership and responsibility

“Risk chain”: close cooperation with business partners, with active presence on the market, delivering/exchanging the know-how & experience & best practice

Capital: Financial, Social, Human: adequate capital allocation to be ready to pay the future losses

Innovative solution: prompt responses always, with decisions based on integrated processes through entire organization

3. Team work in reinsurance with “7P” impact



PEOPLE: be ready to listen, understand and act as a team member

PRODUCT: to combine support of all teams of our organization

PLACE: to be actively present and close to partners needs

PRICE: target, technical, market, budget, still acceptable, declined

PHYSICAL EVIDENCE : premises, realization of promises

PROCESS: across the enterprise / indentify, measure, prioritize, respond

PROMOTION: core values, stable and balance footing

3. Team work in reinsurance with “7P” impact



3. Team work in reinsurance

Transparent course of journey



4. Strategy realisation on time Macro & Micro aspect



STRATEGY

Questions & Demands: Why, Where, When, What, Who

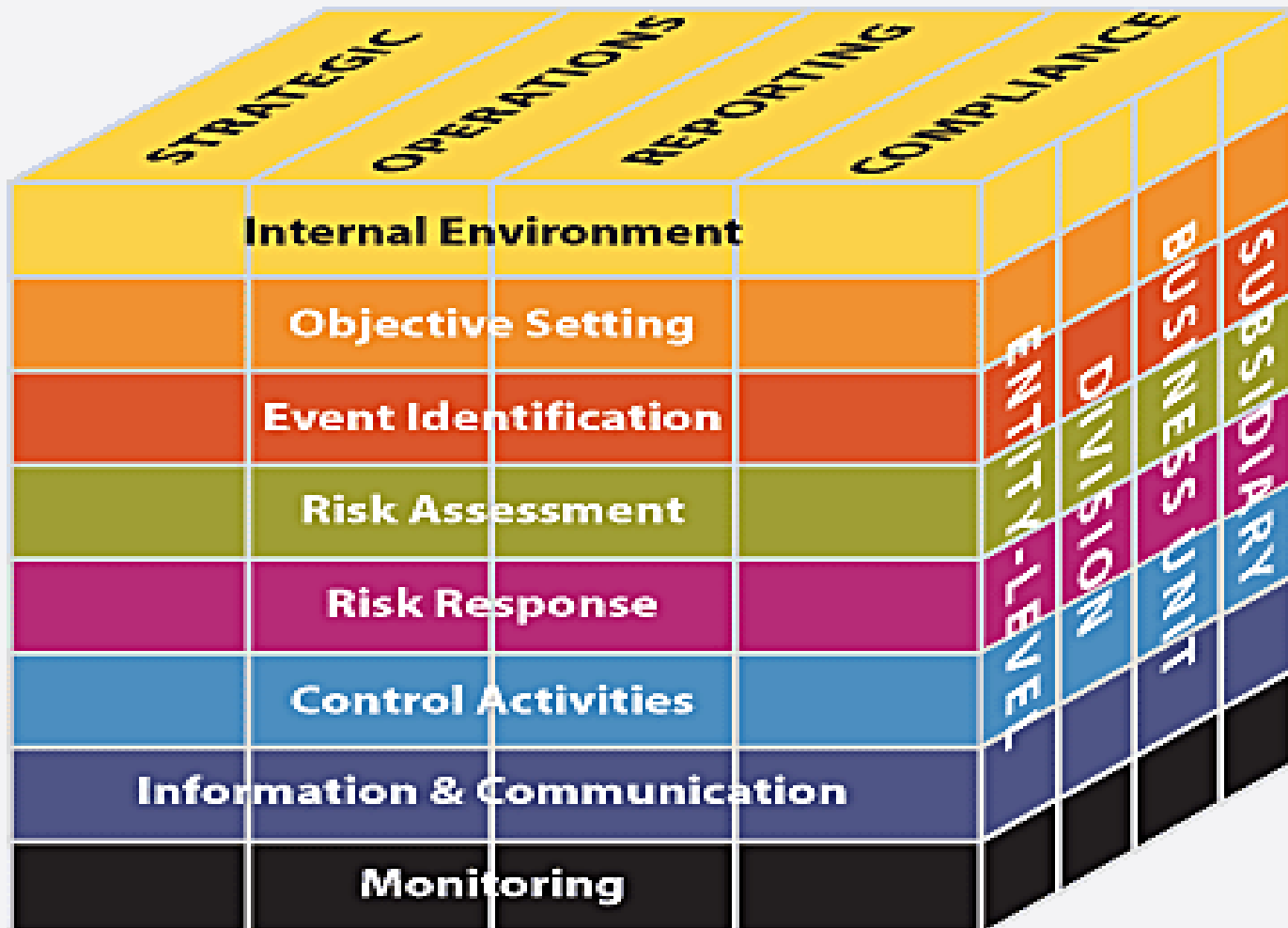
REALISATION ON RIGHT TIME

Keeping the Promise, always and everywhere

MACRO & MICRO

- Geopolitical, Economic, Societal, Environmental, Technological, Political
- Seeing the forest instead of trees only
- Building Network dialogue between hard (“brain”) and soft (“heart”) ware

4. Strategy realisation on time Across the Enterprise



4. Strategy realisation on time

Reinsurance is people business based on trust and promise



SPEED



INTERNET



NATURE



INNOVATION

4. Strategy realisation on time

Managing risks is our core business



**CORPORATE
GOVERNANCE**

**REGULATION
STANDARDS
UW DISCIPLINE**

**RISKS
“WHAT IF”**

**STRATEGY
CAPITAL
ALLOCATION**

**MODELS
PROCESS**

5. Emotional Intelligence

EQ



A Definition

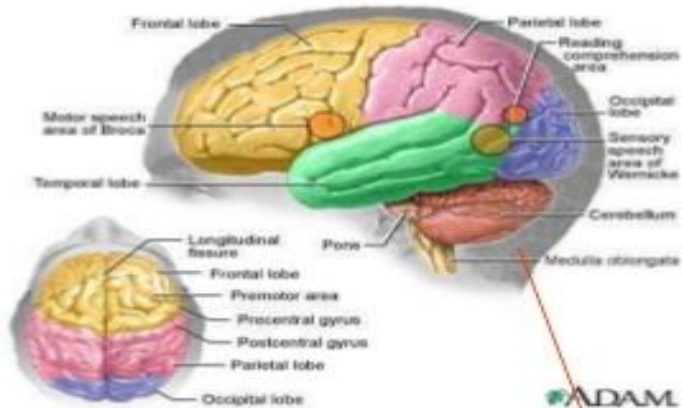
The term *emotional intelligence* was officially coined in 1990 by Salovey and Mayer

Emotional Intelligence/Quotient is “the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Emotional intelligence describes abilities distinct from, but complementary to, academic intelligence.”

- Daniel Goleman (1998)

5. Emotional Intelligence

Amygdala – works fast



To Get at
Emotion, Go
Deep...

http://www.youtube.com/watch?v=-hoo_dIOP8k&list=PL178CA240E1F56721&index=7&feature=plpp_video
Goleman video 55mins
(Authors@Google: Daniel Goleman)

The Amygdala is deep within the most elemental parts of the brain.

The main purpose of the innermost part of the brain is survival – The “fight or flight response”



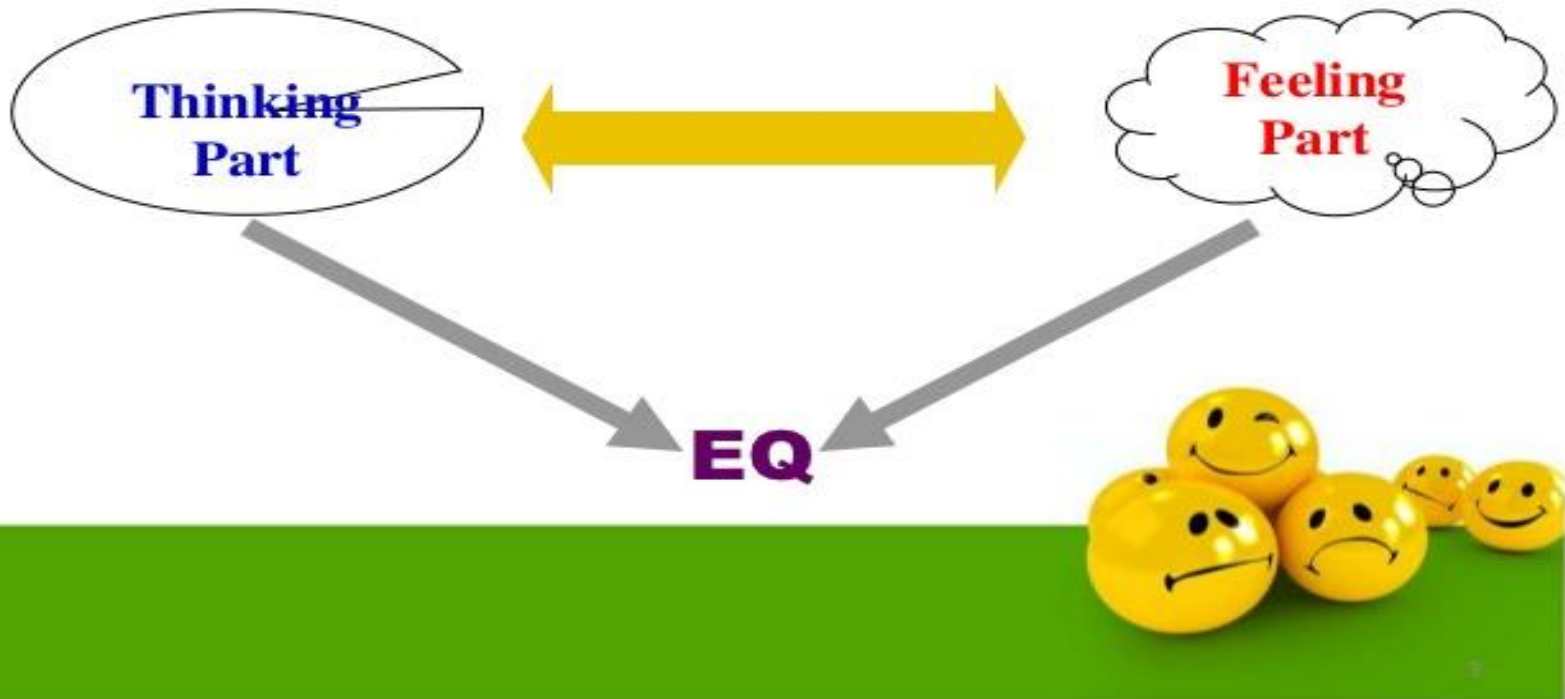
5. Emotional Intelligence

EQ vs IQ = Balance

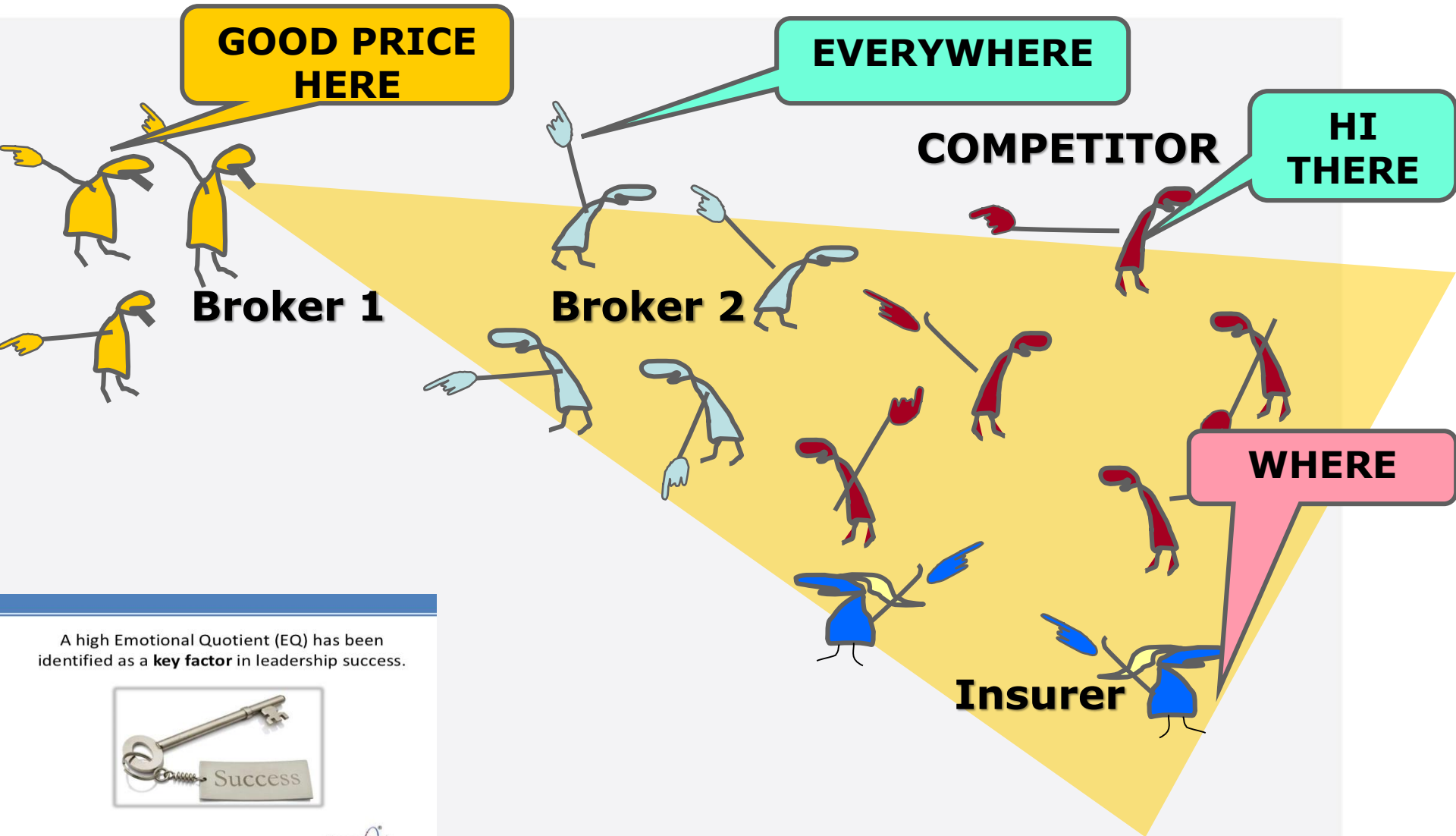


Where we want to be...the Goal

EQ/EI refers to emotional management skills which provide competence to balance emotions and reason, so as to maximize long term effectiveness & happiness.



5. Emotional Intelligence, Trust, Dynamic, Team Spirit Markets demands are increasing



A high Emotional Quotient (EQ) has been identified as a **key factor** in leadership success.



5. Emotional Intelligence, Trust, Dynamic, Team Spirit



LISTEN



An emotion is a feeling of **joy, sorrow, fear, hate, love, etc.**



Thank you to be with Trust

Working towards our Vision, Mission and Values



TRUST RE
REINSURER OF CHOICE

